

# Information Technology (IT) Initiative

## Business Case Responses for BYs 2003 & 2004

Please type your responses in the white answer blocks provided and return the electronic copy of this document to Treva Lutes by April 26<sup>th</sup>. Please do not modify the shaded rows of the table. These rows contain special codes that we will use to populate a database automatically.

### 1.0 General Background

#### 1.1 Initiative Name

DMCS Reengineering – Common Services for Borrowers

#### 1.2 Initiative Description

The DMCS Reengineering project is a major component of the Common Services for Borrowers initiative. The DMCS Reengineering solution is an integrated module within Common Services for Borrowers. The three main components of common services for borrowers are the Direct Loan Servicing solution (DLSS), the Loan Consolidation solution (DLCS) and the Debt Management Collections Solution (DMCS). There is some overlap in customer service and payment processing between all three modules that will be integrated and shared across all three modules.

This DMCS Reengineering business case identifies the need to replace the legacy system Debt Management and Collections System (DMCS). This business case also recommends technology solutions and implementation options for a replacement to the DMCS.

DMCS is a major component of the Federal Family Education Loan (FFEL) System developed approximately 13 years ago. This mainframe based FFEL system is co-owned by the Financial Partners Channel and the Students Channel. Specifically, Collections, a Students Channel business operation has the ultimate operational ownership to DMCS.

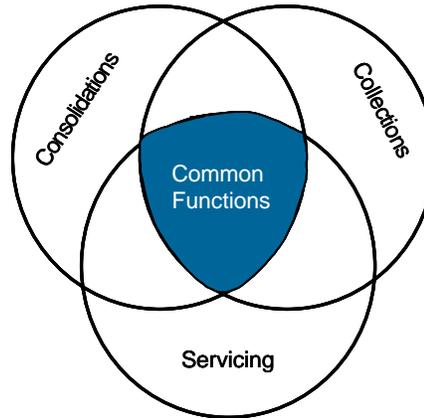
Functionally, DMCS provides for the processing of outstanding financial aid debt from the time a debt is assigned to the Department of Education until it is paid-in-full or otherwise satisfied. DMCS is part of the FFEL legacy system and maintained by Raytheon Systems Corporation. The DMCS contract with Raytheon expired on September 30, 2001, and is currently running on two additional six-month options and one three-month option. Strategically, the changing business requirements demand that the FFEL legacy system be retired or replaced with newer and better technologies. The imminent expiration of the current Raytheon contract enabled the management decision to analyze current situation and seek potential technological solutions to replace or retire all components of the FFEL system.

This business case is expected to provide foundation for a Share-in-Savings opportunity for FSA and the Modernization Partner resulting in FSA's net increase in collections and recovery as well as productivity enhancement through DMCS System replacement.

The objective is to conduct a final Commercial-off-the-Shelf (COTS) package selection to replace the current DMCS with a robust, modern and flexible technology solution that is in tandem with the retirement of the overall FFEL System. The selected COTS package must meet the majority of Collections requirements, and support the Common Services for Borrowers (CSFB) vision.

The Students Channel envisions that Common Services for Borrowers will improve the management of student aid obligations through efficient use of timely and accurate information, common functions, and shared data. This vision supports FSA's organizational objectives to lower unit costs, increase employee satisfaction, and increase customer satisfaction.

The project will streamline, consolidate, and modernize a number of common functions within the Office of Student Credit Management to deliver significant improvements in managing student aid obligations. Figure 1 illustrates this concept. The challenge for this project will be to confirm these areas of commonality, identify opportunities for improvement, and implement the changes necessary to make this vision a reality.



**Figure 1 – Common Business Functions**

In order to achieve this vision, the program will implement a phased approach, with management checkpoints following each phase. The phased approach has been adopted because of the scope of change, the complexity of the systems and processes involved, and the need to integrate with other Modernization initiatives within and across Channels.

The following phases are anticipated:

CSB 1.1 Collections (DMCS Reengineering)

CSB 1.2 Direct Loan Consolidation Re-engineering

CSB 1.3 Loan Servicing

CSB 1.4 Common Integration

### **1.3 Initiative Type**

Business Process Support System  
 Financial Management System  X  
 Non-Financial Management System \_\_\_\_\_

Program Delivery System  
 Financial Management System \_\_\_\_\_  
 Non-Financial Management System \_\_\_\_\_

IT Infrastructure \_\_\_\_\_  
 IT Services \_\_\_\_\_  
 General Office Automation \_\_\_\_\_

**1.4 Contact Information**

	Name	Principal Office	Phone Number
Project Manager	Gary Hopkins	FSA	202.377.3208
Program Manager	Sybil Phillips	FSA	202.377.3206
Project Sponsor	Jennifer Douglas	FSA	202.377.3200
Contracting Officer	Janet Scott	FSA	202.377-3377
Contracting Officer's Representative	Carol Seifert	FSA	202.377.3506

**2.0 Business Process**

**2.1 Business Process Support**

<input type="checkbox"/> Grants <input type="checkbox"/> Evaluation <input checked="" type="checkbox"/> Research <input checked="" type="checkbox"/> Information Dissemination <input type="checkbox"/> Enforcement <input checked="" type="checkbox"/> Resource Management & Administration <input checked="" type="checkbox"/> Loans <input type="checkbox"/> Other: _____	<p>Replacement of DMCS will impact all areas in Collections that use DMCS to support their business functions.</p> <ul style="list-style-type: none"> <li>• The new system will have a different user interface.</li> <li>• New business processes and workflows will be required with the new system.</li> <li>• Training and skills update of the Collections and PCA staff will be critical to enable effective use of the new system.</li> </ul> <p>This initiative impacts external entities outside of Collections who use the services of or provide information to DMCS subsystems. These include Guaranty Agencies, collection agencies, the IRS and other government agencies, schools and borrowers.</p> <ul style="list-style-type: none"> <li>• Information provided to the external entities from DMCS needs to be provided by the new system</li> <li>• The new system will need to accept information that is currently supplied by external entities.</li> </ul>
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**2.2 Business Problem or Opportunity and Causing Conditions**

Congress established FSA in 1998 as a "performance based organization" (PBO) within the Department of Education. FSA is in the midst of a modernization effort to transform the organization by adopting commercial practices for functions such as loan origination, servicing and collection. This business case seeks to analyze the current Collections business and systems situation, focus on strategic collections and recovery areas, and introduce suitable commercial practices.

Under the PBO statute, Collections has transformed itself from an internal collections department to a management

organization managing 13 private collection agencies, and to whom Collections outsourced approximately 97% of its debts. Through establishing contracts with private collection agencies (PCA) and implementing performance based collections practices with the PCAs, Collections has earned a reputation of being one of the most aggressive and successful collections organizations within the Federal government. In its quest to save money, boost efficiency and ensure an increase in recovery amount, Collections management has been continuously searching for new and creative management strategies to help reach its overarching business goals.

The current DMCS system has been patched and re-patched with years of changes in business requirements. The legacy system has become difficult to maintain, and does not provide ad-hoc reporting tools to the management. More importantly, the rigidity of the system prevents and impedes the implementation of the management strategies and best practices. The need to update and replace the current system has become a high priority at Collections. The management in Collections is prepared to embrace new technologies enabling implementation of various collection strategies, to make a great leap forward in systems architecture and to anticipate change.

### **2.3 Existing Systems**

The current DMCS system is a 13-year-old legacy system. DMCS has been patched and re-patched with years of changes in business requirements. The legacy system has become difficult to maintain, and it does not provide ad-hoc reporting tools to the management. More importantly, the rigidity of the system prevents and impedes the implementation of the management strategies and best practices. The need to update and replace the current system has become a high priority at Collections. The management in Collections is prepared to embrace new technologies enabling implementation of various collection strategies, to make a great leap forward in systems architecture and to anticipate change. This initiative to replace the current DMCS applications with a robust, modern and flexible technology solution is in tandem with retirement of the overall FFEL System.

### **2.4 Solution Impact**

(If this is an implemented initiative with no enhancements, then address item (3) only)

- (1) This initiative aims to replace all of the current DMCS subsystems within FSA.
- (2) The DMCS Reengineering effort has implications for all systems that interact with DMCS, including the School and Lender system, Guaranty Agency system and Support System. It is assumed that these systems will be retired prior to the DMCS Reengineering and that the system interfaces between DMCS and these systems will be addressed by the FFEL Retirement initiative.
- (3) The overall DMCS Reengineering effort will enable FSA to streamline and modernize its debt collections processes thereby enabling an improvement in the collections effort. This effort will provide greater fiscal integrity for FSA and the Department. The new collections system will help Collections in achieving higher recovery rate and ultimately resulting in an accelerated cash flow to the U.S. Treasury.
- (4) External systems need to produce data files according to the new system's requirements.
- (5) Users of current DMCS subsystems, as well as those systems that interface with DMCS will need to be trained in order to use the replacement system.

### **2.5 Business Process Reengineering**

(Applies only to New Business Process Support and Program Delivery Systems)

Replacement of DMCS will impact virtually every business process that Collections engages in to support their business functions.

The processes that may need to be reengineered include the following:

- Re-engineered business processes and new workflows will be required with the new system, such as those for Collections and PCA.
- Training and skills update of the Collections and PCA staff will be critical to enable effective use of the new system.

## **2.6 Mandatory Requirement**

This initiative supports the Title IV program mandatory requirement, under the Higher Education Act, as amended, to provide loan-servicing functions for borrowers.

The Debt Collection Improvement Act supports this initiative.

## **2.7 Consequence of Not Funding the Initiative**

- FSA will have to renew and renegotiate the DMCS legacy contract. This contract is not consistent with FSA's strategic plan. The current sub-contractor has not been chosen to participate in the operating partners pool.
- If the contract is renewed with the current sub-contractor, costs will most likely increase from \$18m to \$22m due to the sub-contractor having to support both the DMCS legacy system and their new collections solution.
- By not replacing the current aging legacy system FSA will miss the opportunity to integrate the Debt Management Collections solution with Common Services for borrowers as well as with Consistent Answer. The current legacy system has been developed as a stove pipe solution and it is not easily integrateable with newer technology.

## **3.0 Strategic Alignment**

### **3.1 OMB E-Government Initiative Alignment**

- Consolidated Health Information
- Disaster Assistance and Crisis Response
- E-Authentication
- E-Grants
- E-Payroll/HR
- E-Training
- E-Travel
- E-Vital
- Electronic Records Management
- Eligibility Assistance Online
- Expanding Electronic Tax Products for Businesses
- EZ Tax Filing
- Federal Asset Sales
- Federal Enterprise Architecture
- Geospatial Information One Stop
- Integrated Acquisition Environment
- Integrated Human Resources/e-Clearance
- International Trade Process Streamlining
- One Stop Business Compliance Information
- Online Access for Loans
- Online Rulemaking Management
- Recreation One Stop
- Recruitment One Stop
- USA Services
- Wireless Public Safety Interoperable Communications – Project SAFECOM
- None of the Above

### 3.2 Mission Alignment

**- Goal 1: Create a Culture of Achievement**

- Objective 1.1 Link federal education funding to accountability for results.
- Objective 1.2 Increase flexibility and local control.
- Objective 1.3 Increase information and options for parents.
- Objective 1.4 Encourage the use of scientifically based methods within federal education programs.

**- Goal 2: Improve Student Achievement**

- Objective 2.1 Improve reading achievement for all students.
- Objective 2.2 Improve math and science achievement for all students.
- Objective 2.3 Improve the performance of all high schools.
- Objective 2.4 Improve teacher quality.

**- Goal 3: Develop Safe Schools and Strong Character**

- Objective 3.1 Ensure that our nation's schools are safe and drug-free and that students are free of alcohol, tobacco, and other drugs.
- Objective 3.2 Promote strong character and citizenship among our nation's youth.

**- Goal 4: Transform Education into an Evidence-Based Field**

- Objective 4.1 Raise the quality of research funded or conducted by the Department.
- Objective 4.2 Increase the relevance of our research in order to meet the needs of our customers.

**- Goal 5: Enhance the Quality of and Access to Postsecondary & Adult Education**

- Objective 5.1 Close the college participation and graduation gaps between low-income and minority students and their peers.
- Objective 5.2 Strengthen accountability of postsecondary institutions.
- Objective 5.3 Establish effective funding mechanisms for postsecondary education.
- Objective 5.4 Strengthen Historically Black Colleges and Universities, Hispanic Serving Institutions, and Tribal College and Universities.
- Objective 5.5 Enhance the literacy skills of American adults.

**- Goal 6: Establish Management Excellence**

- Objective 6.1 Develop and maintain financial integrity within the Department and its programs and management and internal controls.
- Objective 6.2 Improve the strategic management of the Department's human capital.
- Objective 6.3 Manage information technology resources, using e-gov, to improve service for our customers and partners.
- Objective 6.4 Continue to modernize the Student Financial Assistance programs and reduce their high-risk status.
- Objective 6.5 Achieve budget and performance integration to link funding decisions to results.
- Objective 6.6 By demonstrating management excellence, receive the prestigious President's Quality Award.

**None of the Above**

### 3.3 Strategic Plan Strategies Supported

#### Strategic Objective 6.1

##### Develop and maintain financial integrity and management and internal controls

- **Update and integrate financial systems.** We will implement a new financial system capable of producing timely and reliable financial data and reconcile systems to the general ledger.
- **Prepare financial statements to provide leading data on Department performance.** The Department will create quarterly financial statements to track financial performance against agreed upon budgets.
- **Analyze data to reduce fraud.** The Department will create data analysis capabilities within financial and program management systems and will refer any cases of suspected fraud to the Inspector General's office.
- **Review existing internal controls and implement changes where necessary.** These efforts will include processes for monitoring and holding grantees, contractors, guarantors and lenders accountable and closing open audit recommendations.

#### Strategic Objective 6.4

##### Modernize the Federal Student Aid programs and reduce their high-risk status

- **Create an efficient and integrated delivery system.** We will use new technologies and integrate systems by eliminating, consolidating, and redesigning the thirteen current legacy systems to improve service, cut costs and reduce the improper payment of student aid funds.
- **Improve program monitoring.** The Department will strengthen financial management and internal controls so that relevant, timely information is available to manage day-to-day operations. We will improve technical assistance and increase program monitoring.

### 3.4 Quality Indicators

Quality indicators include surveys and assessments to determine customer and employee satisfaction, as well as increased efficiency and integration of the system. The quality indicators will be defined at the conclusion of the requirements analysis.

## 4.0 Technology Initiative

### 4.1 Initiation Date

November 1, 2001

### 4.2 Initiative Deployment / Implementation Date

April 30 2003 (Tentative)

#### 4.3 Initiative Phase

- Under Development  
 Maintenance Only  
 Maintenance with Enhancements

#### 4.4 Initiative Scope

The initiative covers the following project stage:

**Analysis and Requirements Gathering** – includes Commercial Off The Shelf (COTS) package selection and planning for a Conference Room Pilot (CRP) in order to assist in requirements gathering and gap analysis.

**Development and Implementation** – completed after a COTS package is chosen and customizations are noted.

#### 4.5 Assumptions, Constraints, and Dependencies

- (1) N/A
- (2) N/A
- (3) DMCS Reengineering overall dependency – Consistent Answers will be successfully implemented at the DCSIS (call center) during the third phase of the Consistent Answers project timeline (by May 2003). The replacement system must be implemented before the FFEL System is retired. The contract for FFEL (DMCS) system development, operations and maintenance will expire in June 2003.

#### 4.6 Outstanding Issues

- Need to finalize the COTS selection process before being able to conduct the CRP.
- Need to Identify gaps in the COTS product (during CRP) in order to estimate customization costs.
- Need to obtain funding for the design, build, test and implementation stages of the project.

#### 4.7 Benefits

##### **Additional Functionality and Business Process Improvements**

- Enabling speedy implementation of collections strategies.
- Generating cost savings primarily through reduced system maintenance costs.
- Providing management with decision support tools and capabilities to:
  - Conduct portfolio management.
  - Translate customer information into effective collection strategies.
  - Focus on debt collection outsourcing and collection agency performance management.
- Improving the financial management for both FFEL and Direct Loan program and potentially accelerating the timing of the receipt of cash flow to U.S. Treasury.
- Enhancing employee satisfaction through a user-friendly system, automated process environment and updated skill sets.

##### **Reduced Unit Cost**

- Reduce Collection Agency Fee from 23% to 20% in the next two years.
- Lower overall IT costs from rationalized applications and right-sized platform.

- Increased collections through more timely use of shared information.
- Long-term reduction in defaults from greater certainty of prosecution.

**Customer Satisfaction**

- Collector perceived as more in control and coordinated across multiple loan types.
- Potentially to focus on rehabilitation to a group of pre-defined borrowers.
- More frequent targeted transfer of accounts to collection agencies and credit bureaus.
- Increased funds back to the Federal government and eventually benefit the taxpayers and future borrowers.

**4.8 Crosscutting Initiative**

- Entire Department
- Office for Civil Rights
- Office of Educational Research and Improvement
- Office of Elementary and Secondary Education
- Office of English Language Acquisition
- Office of Postsecondary Education
- Office of Special Educational and Rehabilitation Services
- Federal Student Aid
- Office of Vocational and Adult Education
- Office of the Chief Financial Officer
- Office of the Chief Information Officer
- Office of the General Counsel
- Office of Inspector General
- Office of Intergovernmental and Interagency Affairs
- Office of Legislation and Congressional Affairs
- Office of Management
- Office of Public Affairs
- Entities outside of the Department

**4.9 Audit Finding**

The DMCS Reengineering initiative is not being undertaken to close an audit recommendation.

**4.10 Alternatives Analysis**

(This Applies Only To Initiatives Under Development or Being Implemented.)

Alternatives	Description	Total Life Cycle Costs	Benefits	Drawbacks
Alternative 1	Implement Consistent Answers for DCSIC customer interaction and Raytheon DMS to replace DMCS functionality	TBD	Align with FSA Consistent Answers Vision and replace outdated mainframe Collections Technology, Re-engineer Collections Business Processes	Raytheon DMS - Unproven COTS package, high operations costs

Alternative 2	Consistent Answers and London Bridge RMS	TBD	Align with FSA Consistent Answers Vision and replace outdated FSA Collections Technology, Re-engineer Collections Business Processes	London Bridge RMS- High customization and conversion costs, lack of FSA knowledge, does not meet FSA enterprise architecture standards
Alternative 3	Raytheon DMS only	TBD	Replace outdated FSA Collections Technology, Re-engineer Collections Business Processes	Will not take advantage of Consistent Answers telephony functionality, Raytheon DMS: Unproven COTS package, high operations costs
Alternative 4	London Bridge RMS only	TBD	Replace outdated FSA Collections Technology, Re-engineer Collections Business Processes	Will not take advantage of Consistent Answers telephony functionality; London Bridge RMS: High customization and conversion costs, lack of FSA knowledge, does not meet FSA enterprise architecture standards
Alternative 5	DLSS	TBD	Re-engineer DLSS to replace FSA Collections Technology	Time/Cost required to Re-engineer DLSS may be excessive

Not yet selected.

## 5.0 Enterprise Architecture

### 5.1 Use of COTS/GOTS

Will replace DMCS with a COTS product

Percentage of COTS/GOTS Components:

- 0 - 25%
- 26 - 50%
- 51 - 75%
- 76 - 100%
- Not Applicable

**5.2 Consistency with Product Support Plan**

(Please refer to Appendix A to identify supported products and indicate non-supported products below)

This is a new initiative (in the analysis stage) and the services and products that will be used are not known at this time.

**5.3 Section 508 Compliance**

(Accessibility)

- (1) No
- (2) No
- (3) The DMCS Reengineering effort will support the government's efforts to ensure electronic and information technology (EIT) is accessible to federal employees and members of the public with disabilities. The DMCS initiative will fulfill rules associated with Section 508 Compliance.

**5.4 Government Paperwork Elimination Act (GPEA)**

(Business Process Support and Program Delivery Systems only)

- (1) N/A
- (2) To be determined post definition phase. The DMCS Reengineering effort will plan for complying with the GPEA initiative.
- (3) N/A

**5.5 Information Management**

(Business Process Support and Program Delivery Systems only)

- (1) The DMCS Reengineering effort involves the collection of information from respondents external to the Department – including Treasury, Housing and Urban Development (HUD), Department of Defense (DOD), Health and Human Services (HHS), United States Postal Service (USPS), Internal Revenue Service (IRS), Department of Justice (DOJ), Credit Bureaus, Lenders, Guaranty Agencies, Schools, Direct Loan Servicing, Private Collection Agencies, etc.
- (2) N/A
- (3) N/A

**5.6 Privacy**

- (1) This application will store borrower demographic and banking information (SSN, Name, Address, Routing Number, Checking Number, etc). The data will be encrypted in all transmissions and, if required, encrypted at the database field level.
- (2) As of 04/19/2002, a privacy act notice has not been prepared as the DMCS team is currently in the requirements phase of selecting a PILOT COTS product. We have not determined the level of security needed for the system. Additionally, once a COTS package is selected and a PILOT application is initiated, a Privacy Act Notice will be prepared and published in the Federal Register.

**5.7 Security**

(This question applies if the initiative meets the definition of major application or general support system as defined in OMB Circular A-130.)

**Part 1 – a.** (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

**Part 1 – b.** (Please enter a date in the form of MM/DD/YYYY or N/A)

04/28/2003.

**Part 1 – c.**

^~^  
Since the DMCS project is still in the selection phase of a COTS package, a security plan / inventory form cannot be created until the architecture is designed for the final solution.

**Part 2 – a.** (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

**Part 2 – b.** (Please enter a date in the form of MM/DD/YYYY or N/A)

04/28/2003

**Part 2 – c.**

Since the DMCS project is still in the selection phase of a COTS package, a IT Security Risk Assessment cannot be created until the architecture is designed for the final solution.

**Part 3 – a.** (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

**Part 3 – b.** (Please enter a date in the form of MM/DD/YYYY or N/A)

04/28/2003.

**Part 3 – c.**

Since the DMCS project is still in the selection phase of a COTS package, a System Security Plan, including Configuration Management Plan and Disaster Recovery Plan will not be initiated until a package is selected. Additionally, FSA SSO will need input and approval into all plans

**Part 4 – a.** (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

**Part 4 – b.** (Please enter a date in the form of MM/DD/YYYY or N/A)

04/28/2003

**Part 4 – c.**

Since the DMCS project is still in the selection phase of a COTS package, a NIST Self-Assessment will not be initiated until a package is selected and a security model is defined. Additionally, the security model will have to be tested before an NIST Self-Assessment can begin.

**Part 5 – a.** (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

**Part 5 – b.** (Please enter a date in the form of MM/DD/YYYY or N/A)

04/28/2003

**Part 5 – c.**

Since the DMCS project is still in the selection phase of a COTS package, a Certification and Accreditation document will not be initiated until a package is selected and a security model is defined.

**Part 6 – a.** (Please enter a date in the form of MM/DD/YYYY or N/C)

N/C

**Part 6 – b.** (Please enter a date in the form of MM/DD/YYYY or N/A)

04/28/2003

**Part 6 – c.**

Since the DMCS project is still in the selection phase of a COTS package, the Principal Office Designated Approving Authority will not be able to provide official accreditation until an application is built and tested.

## 6.0 Risk and Project Management

### 6.1 Risk Management

Risk Category	Risk Description	Risk Probability	Risk Impact	Management Strategy
Strategic	The selection process may result in a COTS package only suitable for debt management, and not suitable for both servicing and collections.	High	High	Select the strong debt management COTS package that can be integrated with a strong loan servicing COTS package as part of DLSS Re-engineering.
Project Resources (Financial, Personnel, etc.)	Lack of resources within SFA; Inadequate existing contractor support due to contract demise or realignment.	High	High	Close interaction with project sponsor and key decision makers; assistance from FSA contracting officer to ensure existing contractor fulfill all contractual obligations in any required transition tasks.
Project Management	May not capture requirements from the entire user community.	Medium	High	Integrated team pulled from FSA and Mod Partner; communicate the changes to the user community early and throughout the project.
Business	The implementation effort and schedule may exceed the current contract expiration date of December 31, 2002.	Medium	High	A variety of options are available from implementation of an industry standard COTS package to re-platform the current DMCS. Decision point in mid-January will determine approach.
Data/Information	Loss of data or failure to convert data correctly.	Medium	High	Develop detailed data conversion plan to mitigate risk due to lost or incorrect data.
Application	TBDe			
Technology/Infrastructure	Glitches in transitioning the current system to the new technology.	Medium	High	Develop detailed design, testing, and implementation procedures.
Security	Unauthorized access.	Low	Low	Implement appropriate security levels to allow only authorized individuals access to the system.
Privacy	Unauthorized access.	Low	Low	Implement appropriate security levels to allow only authorized individuals access to the system.

## 6.2 Operational Performance Measures

Replacement of DMCS is intended to help move FSA Collections toward reduction of the overall FSA debt portfolio while also reducing Collections operations costs. FSA's ability to accomplish both of these goals will greatly increase with the implementation of new technology as well as implementation of debt recovery best practices that will be put in place as part of the DMCS Reengineering effort.

## 6.3 General Acquisition Strategy

- (1) There will be a single contract used to accomplish this initiative.
- (2) This initiative will be contracted as Firm Fixed Price with the FSA Modernization Partner. This is a Blanket Purchase Agreement (BPA) under GSA Schedule 70 Contract (GS-35F-4692G) implemented using Task Orders (FP, FP Share in Savings IF, and T&M)
- (3) N/A
- (4) The contract dates are the same as the GSA Contract (9/7/99 – 9/30/02, with two 5 year options).
- (5) **BPA #:** ED-99-DO-0002
- (6) – (10) N/A

## **APPENDIX A**

### **Hardware**

#### **Personal Computers**

*Primary Support*

\_\_\_ Compaq Professional Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

\_\_\_ Professional Dell Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

*Secondary Support*

\_\_\_ As defined in OCIO non-standard workstation policy

#### **Laptops**

*Primary Support*

\_\_\_ Dell Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

\_\_\_ Toshiba Pentium II (266 MHz or faster), minimum 64 MB of RAM, 3.0 GB of Hard Drive available for OCIO configuration

*Secondary Support*

\_\_\_ As defined in OCIO non-standard workstation policy

#### **Printers**

*Primary Support*

\_\_\_ HP LaserJet 5 and newer

*Secondary Support*

\_\_\_ HP LaserJet 4

#### **Monitors**

*Primary Support*

\_\_\_ 17-inch or larger, capable of 1024x768 resolution

#### **Personal Digital Assistants (PDA)**

*Primary Support*

\_\_\_ Blackberry RIM 957

\_\_\_ Blackberry RIM 950

*Secondary Support*

\_\_\_ IntelliSync

\_\_\_ Microsoft ActiveSync 3.1 or newer

### **Software**

#### **Client Operating Systems**

*Primary Support*

\_\_\_ Windows 2000 Professional Service Pack (SP)2

*Secondary Support*

\_\_\_ As defined in OCIO non-standard workstation policy

#### **Office Suites**

*Primary Support*

\_\_\_ Office 2000 Service Release (SR) 1A with Word 2000, Excel 2000, PowerPoint 2000, Access 2000

#### **Anti-Virus Software**

*Primary Support*

\_\_\_ Norton AntiVirus 2000 Corporate Edition 7.5

### **Communications**

*Primary Support*

\_\_\_ Citrix ICA

*Secondary Support*

\_\_\_ Citrix Winframe

### **Terminal Emulation Software**

*Primary Support*

\_\_\_ Attachmate 6.5

### **Database Clients**

*Primary Support*

\_\_\_ Oracle 8.1.7 Client

\_\_\_ Microstrategy 7

### **Electronic Mail Software**

*Primary Support*

\_\_\_ Outlook 2000

### **Internet Browsers**

*Primary Support*

\_\_\_ Internet Explorer 5.5 SP1 (128-bit encryption)

*Secondary Support*

\_\_\_ Netscape 4.x

### **Helper Plug-Ins**

*Primary Support*

\_\_\_ Adobe Acrobat Reader 5.0 and newer

\_\_\_ RealPlayer 8.0 Intranet

### **Project Management Software**

*Primary Support*

\_\_\_ Microsoft Project 2000

\_\_\_ TeamMate 2000

### **Web/Desktop Publishing Software**

*Secondary Support*

\_\_\_ Adobe Illustrator 7.0

\_\_\_ Adobe PageMaker 6.5 and newer

\_\_\_ Adobe Photoshop 5.0

\_\_\_ Interwoven LaunchPad

\_\_\_ Macromedia Dreamweaver 2.0 and newer

\_\_\_ Macromedia Fireworks 2.0 and newer

\_\_\_ Macromedia FreeHand 7.0

\_\_\_ Macromedia HomeSite 4.0

\_\_\_ NetViz 4.0

\_\_\_ Publisher 2000

### **Groupware**

*Secondary Support*

\_\_\_ Lotus Notes Client (all versions)

## **Assistive Technology Software**

### *Primary Support*

- \_\_\_ Aladdin Genie CCTV
- \_\_\_ Dragon Systems NaturallySpeaking 4.0 and newer
- \_\_\_ Freedom Scientific JAWS for Windows 3.7
- \_\_\_ Gus Word Prediction
- \_\_\_ IBM Homepage Reader 2.5 and newer
- \_\_\_ NexCom 300 TTY modem, which requires an ISA slot
- \_\_\_ NexTalk/NTS, NXI Communications NTS 3.41 and newer
- \_\_\_ ZoomText Xtra Level 2 7.04 and newer

### *Secondary Support*

- \_\_\_ NXI Communications NexTalk for Windows
- \_\_\_ WinTalk modem

## **Principal Office-Specialized Applications**

### *Primary Support*

- \_\_\_ ARCHIBUS/FM-10
- \_\_\_ CARS
- \_\_\_ CCM Plus
- \_\_\_ CMIS
- \_\_\_ DACS
- \_\_\_ EDCAPS
- \_\_\_ EDICS
- \_\_\_ Folio Builder 4.2
- \_\_\_ Folio Views 4.2
- \_\_\_ HEATWEB 3.11
- \_\_\_ IAS
- \_\_\_ Method/1 GuideVersion 11
- \_\_\_ Monarch Professional 5.02
- \_\_\_ Ombusman Case Tracking System 2.0
- \_\_\_ Peer Review System
- \_\_\_ TRAINS

### *Secondary Support*

- \_\_\_ CMTS
- \_\_\_ DLOS
- \_\_\_ Folio Views 3.11
- \_\_\_ GAPS
- \_\_\_ GPAS
- \_\_\_ IEFARS
- \_\_\_ OCR Electronic Library
- \_\_\_ OSERS Quick
- \_\_\_ PC Travel Drop Box
- \_\_\_ PEPS
- \_\_\_ PFIE
- \_\_\_ Response Phone System
- \_\_\_ SACONS
- \_\_\_ Total Access Agent

## **Network Operating Systems and Enterprise Software**

### *Primary Support*

- \_\_\_ Cisco IOS 12.1(5) (Router)
- \_\_\_ Cisco IOS 6.1(2) and newer (Switch)
- \_\_\_ Microsoft Exchange 5.5 SP4
- \_\_\_ Microsoft SMS 2.0 SP3
- \_\_\_ Microsoft NT Server 4.0 SP6a
- \_\_\_ Microsoft Windows 2000 Server SP2

- \_\_\_ Netscape Compass Server 3.0 (SPARC)
  - \_\_\_ Netscape Enterprise Server 3.51 (SPARC)
  - \_\_\_ Oracle 8.1.7
  - \_\_\_ Raptor Firewall with PowerVPN Version 6.5
  - \_\_\_ Solaris 2.6 (SPARC)
  - \_\_\_ SQL Server 7.0 SP5
  - \_\_\_ SQL Server 2000 SP1
  - \_\_\_ Terminal Server 4.0 SP6a
- Secondary Support*
- \_\_\_ All versions of Linux
  - \_\_\_ All versions of Lotus Notes
  - \_\_\_ Microsoft Internet Information Server 4.0 and newer
  - \_\_\_ SQL Server 6.5